GOVERNMENT OF INDIA
ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2952
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e-Governance
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Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

Will the Minister of ELECTRONICS & INFORMATION TECHNOLOGY be pleased to state: -
(a). the details of steps taken to make e-governance more efficient and effective tool in bringing more transparency in administration and public services departments;
(b). the status of use of Information Technology in Government offices;
(c). the salient features of the Government Process Architecting Framework (GPAC) and the status of its implementation; and
(d). the steps that have been taken/proposed to be taken by the Government to improve the effectiveness of the National e-Governance Plan (NeGP) ?

Answer

(a): Ministry of Electronics and Information Technology(MeitY), Government of India is implementing the Digital India programme to transform India into a digitally empowered society and knowledge economy. Some of the key initiatives undertaken by Government of India to make e-governance more efficient and effective tool in bringing more transparency in administration and public services departments are as follows:

â€¢ Aadhaar: Aadhaar provides 12 digit biometric and demographic based identity that is unique, lifelong, online and authenticable. Further to give statutory backing to Aadhaar 'The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016' was notified on 26th March, 2016. So far, 116.46 crore Aadhaar have been generated.
â€¢ Direct Benefit Transfers(DBT): The Direct Benefit Transfer is being provided to citizens. 314 schemes of 51 Ministries/ Departments are there on DBT platform as on 28th July, 2017. An amount of more than Rs. 2.14 Lakh crore has been transferred through DBT and the Ministries/Departments have reported savings of Rs 57,029 crore in last three years due to implementation of schemes in DBT mode.
â€¢ Government e-Market Place (GeM): To facilitate on line procurement of Goods & Services required by various Government Departments/ Organizations/ PSUs, Government e-Marketplace (GeM) has been implemented. GeM will enhance transparency, efficiency and speed in public procurement. Presently, GeM is being used by 5655 users of Departments/Ministries of Central Govt and States/UTs. 18,350 Sellers and 3270 Services providers are registered on the portal. Number of products offered are 73,950 of various categories/sub-categories.
â€¢ E-Office: It is a Digital Workplace Solution which aims to usher in efficient, effective and transparent inter-government and intra-government transactions and processes. As on date, a total of 78 Central Government Ministries / Departments have been covered under e-Office.
â€¢ Digital Locker System serves as a platform to enable citizens to securely store and share their documents with service providers who can directly access them electronically. So far, over 76.81 lakh Digital Lockers have been opened. About 95.12 lakh documents have been self-uploaded and more than 187 crore documents have been issued. 24 Issuers and 7 Accepters have been on-boarded. Digital Locker Authority has been constituted and Digital Locker rules have been notified.
â€¢ Common Services Centres (CSCs): CSCs are internet enabled centres to deliver various online services (eServices) to rural citizens. CSCs are the front-end delivery points for a range of citizen services. 3,00,774 CSCs have been registered across the country, out of which, 1,96,922 CSCs are at Gram Panchayat (GP) level. Out of the total registered Common Services Centres, 2,61,071 CSCs are functioning and transacting for delivery of eServices; out of which, 1,63,226 CSCs functioning are at GP level.
â€¢ Open Govt. Data Platform: Open Government Data (OGD) Platform is a platform for supporting Open Data initiative of Government of India. It intends to increase transparency in the functioning of Government and also open avenues for many more innovative usages of Government Data. Presently, there are 1,02,038 resources under 4180 catalogs published by 105 Ministries/Departments (81 Central and 24 states) on the platform.
â€¢ eSign - Online Electronic Signature Service: eSign is an initiative for easy, efficient, and secure signing of electronic documents by an Aadhaar holder. Four agencies namely eMudhra Ltd., C-DAC, (n)Code Solutions, NSDL e-Governance Infrastructure Ltd have been empanelled to offer e-Sign Services. As on 31st May, 2017, over 1.79 crore eSign have been issued.
â€¢ MyGov: MyGov is a first-of-its-kind citizen engagement platform for participatory governance in India. MyGov aims to facilitate a dialogue between citizens and Government closer to each other. 45 Ministries are engaged actively on MyGov platform, reaching out to the citizens through the fundamental concepts of Do, Discuss and Disseminate. Presently, 45.19 lakh users are registered with MyGov, participating in various activities hosted on MyGov platform. MyGov activities are structured under 61 groups consisting of 658 tasks, 727 discussions, 238 Polls/Surveys and 147 talks.
â€¢ e-Hospital - Online Registration System (ORS): It includes online appointment and registration by new patients, viewing of lab reports, checking the status of blood availability and integration with payment gateway (PayGov). 121 hospitals have been integrated and 65.03 lakh appointments have been availed.
â€¢ Jeevan Pramaan: It is Aadhaar enabled Digital Life Certificate for Pensioners. The scheme envisages to digitize the entire process of securing the life certificate. More than 83.43 lakh pensioners have been registered under this scheme.
â€¢ Biometric Attendance System: As of June 2017, 6,092 organizations have been registered and there are 19,44,935 Registered Employees.

â€¢ National Scholarships Portal (NSP): National Scholarships Portal (NSP) has been developed as a one-stop solution to implement end-to-end disbursement of the scholarship to the beneficiaries. The process includes student registration, application, approval and disbursement. Over 1.21 crore applications have been submitted. There are 20 registered schemes from 8 Ministries/Departments. An amount of Rs. 1,156 Crores has been disbursed to 39.46 lakh students till 31st March 2017.

(b): As on date, a total of 78 Central Government Ministries/Departments have been covered under e-office. So far, 5,06,973 e-files and 17,83,535 e-receipts have been created by 34,740 officials of Central Government Ministries/Departments.

(c): The Second Administrative Commission (ARC) observed in its 11th report that business process re-engineering "would form the backbone of e-governance initiatives", following which Department of Administrative Reforms (DAR&PG) published the Government Process Architecting Framework (GPAF). The GPAF observed that numerous Govt functions and processes are interlinked and advocated an organization-wise approach to process design. The GPAF advocated a six-phase methodology for transforming processes across the Government sector:
â€¢ Establish team and initiate project;
â€¢ Define the strategic intent and scope of architecture;
â€¢ Analyze current (baseline) process and data architecture (As-Is);
â€¢ Evolve the target process architecture (To-Be);
â€¢ Evolve IT solution architecture; and
â€¢ Formulate the implementation plan.

Based on the above, draft guidelines on undertaking Government Process Re-engineering (GPR) were prepared by MeitY and shared with DARPG to facilitate a systematic approach which, inter alia, would help departments right from the stage of need identification of the GPR to the implementation of GPR and thereafter impact assessment post-GPR implementation.

Most of the Ministries and Departments have taken up the GPR exercise to fast track the delivery of services to the citizens. The revamping of Mission Mode Projects (MMPs) was undertaken to aid the MMPs/e-Governance initiatives (i.e. eCourts, Road and Transport, Treasury, Pension, Commercial Tax, Public Distribution System, ePrison, Crime and Criminal Tracking Networks and Systems (CCTNS)). Initiatives like Good and Services Tax (GST) and Government e-Market (GEM) have not only changed the internal and external processes of the Government but also the way of doing business by corporate and common citizens, bringing in the true transformative impact.

(d): To improve the effectiveness of the National e-Governance Plan (NeGP), Ministry of Electronics and Information Technology has approved e-Kranti under Digital India programme with the vision "Transforming e-Governance for Transforming Governance". The Mission of e-Kranti is to ensure a Government wide transformation by delivering all Government services electronically to citizens through integrated and interoperable systems via multiple modes, while ensuring efficiency, transparency and reliability of such services at affordable costs.
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